

Return and Refund Management System (RRMS)
Business Requirement Document (BRD)

Business Requirements

Title: Return & Refund Management System (RRMS)	Created by: Namrutha H
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Executive Summary

The purpose of this Business Requirement document (BRD) is to outline the detailed requirements for Return and Refund Management System (RRMS) for Shop Swift, a mid-sized e-commerce platform. This system is intended to admit the key issues like inconsistent return process, refund delays, lack of customer support by introducing the automating process to solve the issues. This report consists of the business requirements which gives a detailed idea of what the business needs to achieve.

Business Objectives

- **Self-Service Enablement:** Enable self-service product returns through the customer's order history.
- **Real time Tracking:** Provide real-time tracking of return and refund status to customers.
- **Automated Process:** Automate the refund process by integrating with payment gateways.
- **Reduce Return handling by 40%:** Reduce the average return and refund processing time from 8–10 business days to 5 days or less.
- **Improve customer satisfaction:** Improve post-return scores on customer satisfaction with the return and refund experience.

Project Scope

In-Scope

- Customer-initiated product returns via the online platform.
- Automated eligibility checks for returns.
- Real-time tracking of returns and refunds.
- Automated refund processing through payment gateway integration.

Out-of-Scope

- Physical return logistics (packaging, shipping).
- Inventory and restocking management.

Stakeholders

Stakeholder Group	Role / Responsibility	Impact
Customers	End users who initiate product returns and track refunds	High
Customer Support Team	Handles customer queries and manages return exceptions	High
Operations / Logistics	Manages physical return processing and shipping	Medium
Finance / Payments Team	Processes refunds and financial reconciliation	High
Product Owner / IT Team	Develops, implements, and maintains the RRMS	High

Sellers / Vendors	Manage return compliance and product conditions	Medium
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Business Requirements		
ID	Requirement Description	Priority
BR-001	Customers must be able to initiate product returns via their order history on the platform.	High
BR-002	The system must automatically verify return eligibility based on return window, product condition, and seller policies.	High
BR-003	Customers should receive real-time updates on the status of their return and refund requests.	High
BR-004	Refunds must be processed automatically by integrating with the payment gateway once a return is approved.	High
BR-005	The system must provide dashboards and reports for customer support, operations, and finance teams to monitor and manage returns.	Medium
BR-006	Return requests should be trackable by both customers and internal teams throughout the process.	High
BR-007	The system should reduce the average return and refund processing time from 8–10 business days to 5 days or less.	High
BR-008	The system must maintain audit logs of all return and refund transactions for compliance and reporting.	Medium

Functional Requirements	
ID	Functional Requirement
FR-001	Customers must be able to initiate a return request from their order history.
FR-002	The system must validate return eligibility based on configurable rules (e.g., return window, product type).
FR-003	Customers must be able to select the reason for return and upload supporting images if needed.
FR-004	The system must provide real-time return status updates via the customer's account page.
FR-005	The system must trigger automated refund processing once the return is approved.
FR-006	Integrate with payment gateways (e.g., Razor pay, Stripe) to issue refunds.
FR-007	Admin users must have a dashboard to view, filter, and manage return requests.
FR-008	The system must notify customers via email/SMS at each stage (request received, approved, refunded).
FR-009	The system must allow internal teams to override, approve, or reject returns manually if needed.

FR-010	Generate reports for return volumes, reasons, refund time, and customer satisfaction metrics.
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Non-Functional Requirements	
ID	Non-Functional Requirement
NFR-001	The system should process refund approvals within 5 seconds after return confirmation.
NFR-002	Return status updates must reflect in real-time with no more than 2 seconds' delay.
NFR-003	The application must have 99.9% uptime availability during business hours.
NFR-004	The platform must support at least 1,000 concurrent return requests without performance degradation.
NFR-005	All return and refund data must be encrypted in transit and at rest (compliant with GDPR).
NFR-006	Users should be able to access the return flow on desktop and mobile devices (responsive design).
NFR-007	System response time must be under 3 seconds for 95% of user actions.
NFR-008	Audit logs must be maintained for all return/refund actions and stored for a minimum of 12 months.
NFR-009	The platform should support multi-language notifications (starting with English and Hindi).
NFR-010	All emails/SMS sent from the system must be logged for traceability.

Assumptions
<ul style="list-style-type: none"> Sellers will follow a standardized return policy. Payment gateways support refund automation. Customers have access to their order history. Eligibility rules for returns are predefined and configurable.

Projects Constraints
<ul style="list-style-type: none"> Refunds must be processed within 5 business days. Return tracking must update in real-time. System must be accessible on both mobile and desktop platforms. Return feature must integrate with existing platform architecture without major changes.

Approval and Sign Off			
Name	Role	Signature	Date
Namrutha	Business Analyst		
John Doe	Product Owner		
Rohit Sharma	Customer Support Lead		
Raj	Finance Lead		
Gracy	Operations Manager		